

COMMITTEE ON WAYS AND MEANS

U.S. HOUSE OF REPRESENTATIVES

WASHINGTON, DC 20515

February 27, 2019

The Honorable Charles P. Rettig
Commissioner
Internal Revenue Service
1111 Constitution Avenue, NW
Washington, D.C. 20224

Dear Commissioner Rettig,

We write to express our concern that the Internal Revenue Service (“IRS”) will not meet its original deadline and renew our request for a prompt response to our letter dated February 14, 2019 (attached), regarding the usability of the new individual income tax return (IRS Form 1040)—the “postcard”—and its six schedules. In addition to the information previously requested, we now seek information related to the February 22, 2019, update to the IRS website that removed references to the “Form 1040 Usability” survey that is the subject of our letters.

In our February 14th letter, we requested any and all information related to any reports, studies, surveys, feedback, or focus groups requested by the Wage and Investment Division (“W&I”) of the IRS from third parties, including the MITRE Corporation, to assess the usability of the “postcard” and its six schedules. At the time, the IRS website listed on the “Customer Satisfaction Surveys” page the existence of a survey requested by “W&I” on the “Form 1040 Usability” with an end date of December 31, 2018.¹ The vendor listed was a Federally Funded Research and Development Center/MITRE. A copy of the page, as it appeared on February 14th, is attached.

In addition, MITRE Corporation’s website includes a page entitled “MITRE 1040 Form Research Study” where participants could visit and answer questions to determine whether they were eligible to participate in the study.² The following statement appears in red at the top of the page: “Please Note: We have concluded interviews for this research study and are no longer taking additional participants. Thank you for your interest.” A copy of this page is attached.

Last week, your office called our Committee staff and stated that the IRS would not be able to meet the February 27, 2019, deadline set forth in the February 14th letter. Also, last week, on February 22, 2019, the IRS website was updated to delete the reference to the “Form 1040 Usability” survey with an end date of December 31, 2018. The website now lists a “Form W-4

¹ <https://web.archive.org/web/20190109024322/https://www.irs.gov/privacy-disclosure/customer-satisfaction-surveys>

² <https://www.mitre.org/mitre-1040-form-research-study>

study” requested by “W&I” with an end date of March 31, 2019.³ A copy of the current IRS website related to this matter is attached.

In light of these recent events, we expect the IRS to respond to our February 14, 2019 letter by March 7, 2019. In addition, please include the following information with the previously requested responses by March 7, 2019:

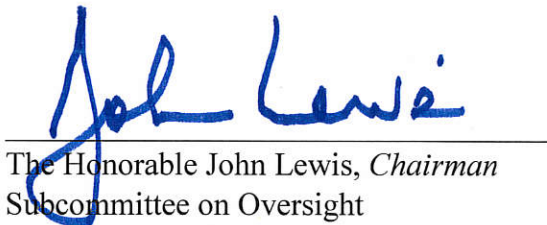
1. Please state why the “Form 1040 Usability” survey was deleted from your website after receipt of our letter on February 14, 2019.
2. Please provide the date that the removal was first discussed and the name and title of each person involved. Please provide a copy of all written correspondence (including electronic mail) to and from these individuals regarding the removal.
3. Please provide the name and title of each person who approved the removal from the IRS website.
4. Please provide the name and title of any Treasury employee or official who was aware of or approved the removal.

As always, we thank you, in advance, for your prompt attention to this matter.

Sincerely,



The Honorable Richard E. Neal, *Chairman*
Committee on Ways and Means



The Honorable John Lewis, *Chairman*
Subcommittee on Oversight

³ <https://www.irs.gov/privacy-disclosure/customer-satisfaction-surveys>



Customer Satisfaction Surveys

This page provides a listing of current and recent IRS sponsored customer satisfaction surveys and IRS taxpayer compliance burden surveys.

The IRS, as for all federal executive departments and agencies and their public websites, must [comply](#) with the Paperwork Reduction Act (44 U.S.C. Chapter 35) to ensure that information collected from the public, minimizes burden and maximizes public utility.

One of the principal requirements of the PRA is that organizations must have Office of Management and Budget approval before collecting information from the public (such as forms, general questionnaires, surveys, instructions and other types of information collections), and they must display the current OMB control number on the collection format.


IRS surveys conducted by mail, telephone and online provide the name of an IRS contact person and/or a helpline contact phone number. If you question the authenticity of the survey in any collection format, please review [this](#) page.

Summary information

N = National | NC = National, Campus | NT = National Territories | NS = National, Spanish




IRS Office	Activity	End date	Method	Area	Frequency	Vendor
Appeals	Appeals contacts, cases closed during fiscal year survey period	Ongoing	Web, Phone (Call-out)	N	Quarterly	ICF Macro, Inc.
Large Business and Int'l	LB&I Exams	3/31/21	Phone	N	Annual	PCG Enterprises, Inc.
LB&I	LB&I Campaign Survey	3/31/21	Web	N	Annual	PCG Enterprises, Inc.
LB&I	Foreign Resident Compliance Exams	3/31/21	Mailed, paper survey	N	Semi-annual	PCG Enterprises, Inc.

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1 capture 9 Jan 2019		IRS Office		Activity		End date		Method		Area		Frequency 2018 2019 2020			Vendor Vena		
LB&I & RAAS		American Customer Satisfaction Index – Large Corporate Filing Process		10/31/21		Phone (Call-out)		N		Annual		FCG, CFI Group, SSI					
Research, Applied Analytics and Statistics (RAAS)		Individual Taxpayer Burden Survey (ITB)		5/31/16 (2014 study) 5/31/14 (2015 study)		Mail		N		Annual		Westat, Inc.					
RAAS		Individual Taxpayer Burden Survey (ITB) – mobile friendly		5/31/17 (2015 study)		Mail		N		Annual		Westat, Inc.					
RAAS		Individual Taxpayer Burden Survey (ITB) - Special FATCA Study		5/31/17 (2015 study)		Mail		N		Annual		Westat, Inc.					
RAAS		Business Compliance Burden Survey (BCB)		7/31/16		Mail		N		Triennial		Westat, Inc.					
RAAS		Information Return Burden Survey (IRB)		7/31/16		Mail		N		Triennial		Westat, Inc.					
RAAS		Taxpayer Compliance Burden Survey (TCB)		12/31/15		Mail		N		Triennial		Westat, Inc.					

https://www.irs.gov/privacy-disclosure/customer-satisfaction-surveys				Go		DEC JAN FEB	 About this capture
IRS Office		Activity	End date	Method	Area	Frequency	
RAAS	Comprehensive Taxpayer Attitude Survey	10/31/18	Phone (Call-out) and Online	N	Annual	PCG, MAXimum Research	
Small Business/Self-Employed	Private Collection Agency (PCA)	9/30/18	IVR Phone	N	Annual	ICF	
SB/SE	Federal Employee/Retiree Delinquency Initiative (FERDI) Survey	6/29/2018	Online	N (Federal Agencies)	Once	SB/SE Research Team 1	
SB/SE	Automated Collection System	9/30/17	Phone, (Call-in)	NC	Annual	PCG Enterprises, Inc.	
SB/SE	ACS Support	9/30/17	Mailed, paper survey	N	Quarterly, annually	PCG Enterprises, Inc.	
SB/SE	Automated Under Reporter	9/30/17	Mailed, paper survey	NC	Annually	Fors Marsh Group, LLC	
SB/SE	Automated Under Reporter Toll-free	9/30/17	Interactive Voice Response: Phone	NC	Annual	Fors Marsh Group, LLC	
SB/SE	Correspondence Center Exam	9/30/17	Mailed, paper survey	NC	Annual	Fors Marsh Group, LLC	


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							2018 2019 2020		




SB/SE	Correspondence Center Exam Toll-free	9/30/17	IVR Phone	NC	Annual	Fors Marsh Group, LLC
SB/SE	Innocent Spouse	9/30/17	Mailed, paper survey	N	Quarterly, annual	Fors Marsh Group, LLC
SB/SE	Innocent Spouse	9/30/17	IVR Phone	N	Quarterly, annual	Fors Marsh Group, LLC
SB/SE	Compliance Services Collection Operation	9/30/17	Mailed, paper survey	NC	Annual	PCG Enterprises, Inc.
SB/SE	Field Collection	9/30/17	Mailed, paper survey	N	Annual	Fors Marsh Group, LLC
SB/SE	Field Examination	9/30/17	Mailed, paper survey	N	Annual	Fors Marsh Group, LLC
SB/SE	Employment Tax Examination	9/30/17	Mailed, paper survey	NT	Annual	Fors Marsh Group, LLC
SB/SE	Excise Tax Examination	9/30/17	Mailed, paper survey	NT	Annual	Fors Marsh Group, LLC
SB/SE	Estate and Gift Tax Examination	9/30/17	Mailed, paper survey	NT	Annual	Fors Marsh Group, LLC

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IRS Office		Activity		End date			Method		Area		Frequency		
2018 2019 2020		Venu											
SB/SE & RAAS		American Customer Satisfaction Index — Small Corporate Filing Process		10/31/18		Phone (Call-out)		N		Annual		FCG, CFI Group, SSI	
Taxpayer Advocate Service		TAS closed cases		1/31/17		Mailed, paper survey		N		Annual		TAS Research	
Tax Exempt/Government Entities		Exempt Organizations Determinations		3/31/21		Mailed, paper survey		N		Bi-annual		Fors Marsh Group, LLC	
TE/GE		Exempt Organizations Examinations		3/31/21		Mailed, paper survey		N		Bi-annual		Fors Marsh Group, LLC	
TE/GE		Employee Plans Determinations		3/31/21		Mailed, paper survey		N		Bi-annual		Fors Marsh Group, LLC	
TE/GE		Employee Plans Examinations		3/31/21		Mailed, paper survey		N		Bi-annual		Fors Marsh Group, LLC	
TE/GE		Federal, State & Local Governments Examination		3/31/21		Mailed, paper survey		N		Bi-annual		Fors Marsh Group, LLC	
TE/GE		Toll-free		3/31/17		Phone, (Call-in)		N		Annual		ICF Macro, Inc.	

https://www.irs.gov/privacy-disclosure/customer-satisfaction-surveys		Go		DEC JAN FEB	09 Frequency 2018 2019 2020		Venue	About this capture
IRS Office	Activity	End date	Method	Area				

TE/GE	Tax Exempt Bonds Exam	9/30/18	Mailed, paper survey	N	Bi-annual	Fors Marsh Group, LLC
TE/GE	Indian Tribal Government Exam	9/30/18	Mailed, paper survey	N	Bi-annual	Fors Marsh Group, LLC
Wage and Investment, Customer Assistance, Relationships and Education: Field Assistance	TAC Office	3/31/21	Comment card	N	Annual	Fors Marsh Group, LLC
W&I:CARE: Media & Publications	Individual Taxpayer	9/30/21	Mail/Online	N	Annual	Fors Marsh Group, LLC
W&I:CARE:M&P	Business Taxpayers	9/30/21	Mail/Online	N	Annual	Fors Marsh Group, LLC
W&I:CARE:M&P	Tax Preparers	9/30/21	Mail/Online	N	Annual	Fors Marsh Group, LLC
W&I:CARE:M&P	Forms Distribution	9/30/21	Online	N	Annual	Fors Marsh Group, LLC
W&I:CARE: Stakeholder Partnerships, Education and Communication	SPEC Partner	3/31/21	Online	N	Annual	PCG Enterprises, Inc.

https://www.irs.gov/privacy-disclosure/customer-satisfaction-surveys					Go	DEC JAN FEB	   About this capture
IRS Office	Activity	End date	Method	Area		09 Frequency 2018 2019 2020	
W&I:Customer Account Services	Adjustments	3/31/21	Mailed, paper survey	N	Annual		Fors Marsh Group, LLC
W&I:CAS	CAA/AA ITIN Program Survey	3/31/19	Online	N	One-Time		Fors Marsh Group (FMG)
W&I:CAS	E-Help	3/31/21	IVR Phone	N	Annual		ICF Incorporated
W&I:CAS	Injured Spouse	3/31/21	Mailed, paper survey	N	Annual		Fors Marsh Group, LLC
W&I:CAS	Practitioner Priority Service	3/31/21	IVR Phone	N	Annual		ICF Macro, Inc.
W&I:CAS	Toll-Free	3/31/21	IVR Phone	N	Annual		ICF Macro, Inc.
W&I:CAS	TE/GE Toll-Free	3/31/21	IVR Phone	N	ICF Macro, Inc.		
W&I:CAS	Toll-Free TAC Appointment Line Survey and Follow-up Survey	9/30/21	IVR Phone/Web and Phone	N	Annual		ICF Incorporated
W&I:Compliance	Compliance Center Examination	9/30/21	Mailed, paper survey	N	Quarterly, annual		ICF Macro, Inc.
W&I:Compliance	Compliance Center Examination Toll-Free	9/30/21	IVR Phone	N	Quarterly		ICF Macro, Inc.

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IRS Office		Activity	End date	Method	Area	Frequency	
W&I:R&A		Taxpayer Experience Survey (formerly Market Segment Survey)	12/31/21	Web	NS	Annual	ICF Incorporated
W&I and Research, Applied Analytics and Statistics (RAAS)		American Customer Satisfaction Index — Individual Paper Filing Process	10/31/21	Phone (Call-out)	N	Annual	FCG, CFI Group, SSI
W&I & RAAS		American Customer Satisfaction Index — Individual Electronic Filing Process	10/31/21	Phone (Call-out)	N	Annual	FCG, CFI Group, SSI
W&I		Form 1040 Usability	12/31/18	Mail and Internet	N	One time	Federally Funded Research and Development Center/MITRE

Page Last Reviewed or Updated: 13-Nov-2018

MITRE 1040 Form Research Study

Welcome to the MITRE 1040 Form study site. Thank you for visiting and answering a few questions to help us determine if you are eligible to participate in this research study.

Please Note: We have concluded interviews for this research study and are no longer taking additional participants. Thank you for your interest.

The IRS plans to use a redesigned 1040 form for the 2019 filing season. MITRE is conducting a study about the new 1040 form for the IRS. MITRE is looking for volunteers in your area to participate in a 60- to 90-minute, in-person research interview. Participants will receive a \$100 pre-paid VISA gift card as a token of our appreciation.

The questions below will help us determine whether you are eligible to participate. A MITRE employee will call or email you back if you are eligible.

First Name *

Last Name *

If you qualify, we will call you to schedule your interview and to ask a few more eligibility questions.

Phone *

Email *

What is the best time of day for us to call you? ☐ Morning ☐ Afternoon ☐ Evening

Zip Code *

Did you receive a letter from MITRE asking you to participate in this study? * ☐ Yes ☐ No ☐ Not sure

Thank you for your responses. We will be in touch soon if you are eligible to participate in the independent research study.

For any questions about this study, please contact the MITRE team at (571) 310-1902.

To verify this study with the IRS, visit www.irs.gov/css and look for "Form 1040 Usability."

I'm not a robot

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This page provides a listing of current and recent IRS sponsored customer satisfaction surveys and IRS taxpayer compliance burden surveys.

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Appeals	Appeals contacts, cases closed during fiscal year survey period	Ongoing	Web, Phone (Call-out)	N	Quarterly	ICF Macro, Inc.
Large Business and Int'l	LB&I Exams	3/31/21	Phone	N	Annual	PCG Enterprises, Inc.
LB&I	LB&I Campaign Survey	3/31/21	Web	N	Annual	PCG Enterprises, Inc.
LB&I	Foreign Resident Compliance Exams	3/31/21	Mailed, paper survey	N	Semi-annual	PCG Enterprises, Inc.
LB&I & RAAS	American Customer Satisfaction Index – Large Corporate Filing Process	10/31/21	Phone (Call-out)	N	Annual	FCG, CFI Group, SSI

IRS Office	Activity	End date	Method	Area	Frequency	Vendor
Research, Applied Analytics and Statistics (RAAS)	Individual Taxpayer Burden Survey (ITB)	5/31/16 (2014 study)	Mail	N	Annual	Westat, Inc.
		5/31/14 (2015 study)				
RAAS	Individual Taxpayer Burden Survey (ITB) – mobile friendly	5/31/17 (2015 study)	Mail	N	Annual	Westat, Inc.
RAAS	Individual Taxpayer Burden Survey (ITB) - Special FATCA Study	5/31/17 (2015 study)	Mail	N	Annual	Westat, Inc.
RAAS	Business Compliance Burden Survey (BCB)	7/31/16	Mail	N	Triennial	Westat, Inc.
RAAS	Information Return Burden Survey (IRB)	7/31/16	Mail	N	Triennial	Westat, Inc.
RAAS	Taxpayer Compliance Burden Survey (TCB)	12/31/15	Mail	N	Triennial	Westat, Inc.
RAAS	Comprehensive Taxpayer Attitude Survey	10/31/18	Phone (Call-out) and Online	N	Annual	PCG, MAXimum Research
Small Business/Self-Employed	Private Collection Agency (PCA)	9/30/18	IVR Phone	N	Annual	ICF

IRS Office	Activity	End date	Method	Area	Frequency	Vendor
SB/SE	Federal Employee/Retiree Delinquency Initiative (FERDI) Survey	6/29/2018	Online	N (Federal Agencies)	Once	SB/SE Research Team 1
SB/SE	Automated Collection System	9/30/17	Phone, (Call-in)	NC	Annual	PCG Enterprises, Inc.
SB/SE	ACS Support	9/30/17	Mailed, paper survey	N	Quarterly, annually	PCG Enterprises, Inc.
SB/SE	Automated Under Reporter	9/30/17	Mailed, paper survey	NC	Annually	Fors Marsh Group, LLC
SB/SE	Automated Under Reporter Toll-free	9/30/17	Interactive Voice Response: Phone	NC	Annual	Fors Marsh Group, LLC
SB/SE	Correspondence Center Exam	9/30/17	Mailed, paper survey	NC	Annual	Fors Marsh Group, LLC
SB/SE	Correspondence Center Exam Toll-free	9/30/17	IVR Phone	NC	Annual	Fors Marsh Group, LLC
SB/SE	Innocent Spouse	9/30/17	Mailed, paper survey	N	Quarterly, annual	Fors Marsh Group, LLC
SB/SE	Innocent Spouse	9/30/17	IVR Phone	N	Quarterly, annual	Fors Marsh Group, LLC

IRS Office	Activity	End date	Method	Area	Frequency	Vendor
SB/SE	Compliance Services Collection Operation	9/30/17	Mailed, paper survey	NC	Annual	PCG Enterprises, Inc.
SB/SE	Field Collection	9/30/17	Mailed, paper survey	N	Annual	Fors Marsh Group, LLC
SB/SE	Field Examination	9/30/17	Mailed, paper survey	N	Annual	Fors Marsh Group, LLC
SB/SE	Employment Tax Examination	9/30/17	Mailed, paper survey	NT	Annual	Fors Marsh Group, LLC
SB/SE	Excise Tax Examination	9/30/17	Mailed, paper survey	NT	Annual	Fors Marsh Group, LLC
SB/SE	Estate and Gift Tax Examination	9/30/17	Mailed, paper survey	NT	Annual	Fors Marsh Group, LLC
SB/SE & RAAS	American Customer Satisfaction Index — Small Corporate Filing Process	10/31/18	Phone (Call-out)	N	Annual	FCG, CFI Group, SSI
Taxpayer Advocate Service	TAS closed cases	1/31/17	Mailed, paper survey	N	Annual	TAS Research

IRS Office	Activity	End date	Method	Area	Frequency	Vendor
Tax Exempt/Government Entities	Exempt Organizations Determinations	3/31/21	Mailed, paper survey	N	Bi-annual	Fors Marsh Group, LLC
TE/GE	Exempt Organizations Examinations	3/31/21	Mailed, paper survey	N	Bi-annual	Fors Marsh Group, LLC
TE/GE	Employee Plans Determinations	3/31/21	Mailed, paper survey	N	Bi-annual	Fors Marsh Group, LLC
TE/GE	Employee Plans Examinations	3/31/21	Mailed, paper survey	N	Bi-annual	Fors Marsh Group, LLC
TE/GE	Federal, State & Local Governments Examination	3/31/21	Mailed, paper survey	N	Bi-annual	Fors Marsh Group, LLC
TE/GE	Toll-free	3/31/17	Phone, (Call-in)	N	Annual	ICF Macro, Inc.
TE/GE	Tax Exempt Bonds Exam	9/30/18	Mailed, paper survey	N	Bi-annual	Fors Marsh Group, LLC
TE/GE	Indian Tribal Government Exam	9/30/18	Mailed, paper survey	N	Bi-annual	Fors Marsh Group, LLC

IRS Office	Activity	End date	Method	Area	Frequency	Vendor
Wage and Investment, Customer Assistance, Relationships and Education: Field Assistance	TAC Office	3/31/21	Comment card	N	Annual	Fors Marsh Group, LLC
W&I:CARE: Media & Publications	Individual Taxpayer	9/30/21	Mail/Online	N	Annual	Fors Marsh Group, LLC
W&I:CARE:M&P	Business Taxpayers	9/30/21	Mail/Online	N	Annual	Fors Marsh Group, LLC
W&I:CARE:M&P	Tax Preparers	9/30/21	Mail/Online	N	Annual	Fors Marsh Group, LLC
W&I:CARE:M&P	Forms Distribution	9/30/21	Online	N	Annual	Fors Marsh Group, LLC
W&I:CARE: Stakeholder Partnerships, Education and Communication	SPEC Partner	3/31/21	Online	N	Annual	PCG Enterprises, Inc.
W&I:Customer Account Services	Adjustments	3/31/21	Mailed, paper survey	N	Annual	Fors Marsh Group, LLC
W&I:CAS	CAA/AA ITIN Program Survey	3/31/19	Online	N	One-Time	Fors Marsh Group (FMG)
W&I:CAS	E-Help	3/31/21	IVR Phone	N	Annual	ICF Incorporated

IRS Office	Activity	End date	Method	Area	Frequency	Vendor
W&I:CAS	Injured Spouse	3/31/21	Mailed, paper survey	N	Annual	Fors Marsh Group, LLC
W&I:CAS	Practitioner Priority Service	3/31/21	IVR Phone	N	Annual	ICF Macro, Inc.
W&I:CAS	Toll-Free	3/31/21	IVR Phone	N	Annual	ICF Macro, Inc.
W&I:CAS	TE/GE Toll-Free	3/31/21	IVR Phone	N	ICF Macro, Inc.	
W&I:CAS	Toll-Free TAC Appointment Line Survey and Follow-up Survey	9/30/21	IVR Phone/Web and Phone	N	Annual	ICF Incorporated
W&I:Compliance	Compliance Center Examination	9/30/21	Mailed, paper survey	N	Quarterly, annual	ICF Macro, Inc.
W&I:Compliance	Compliance Center Examination Toll- Free	9/30/21	IVR Phone	N	Quarterly	ICF Macro, Inc.
W&I:R&A	Taxpayer Experience Survey (formerly Market Segment Survey)	12/31/21	Web	NS	Annual	ICF Incorporated

IRS Office	Activity	End date	Method	Area	Frequency	Vendor
W&I and Research, Applied Analytics and Statistics (RAAS)	American Customer Satisfaction Index — Individual Paper Filing Process	10/31/21	Phone (Call-out)	N	Annual	FCG, CFI Group, SSI
W&I & RAAS	American Customer Satisfaction Index — Individual Electronic Filing Process	10/31/21	Phone (Call-out)	N	Annual	FCG, CFI Group, SSI
W&I	Form W-4 study	03/31/2019	Mail and Internet	N	One time	Federally Funded Research and Development Center/MITRE

Page Last Reviewed or Updated: 22-Feb-2019